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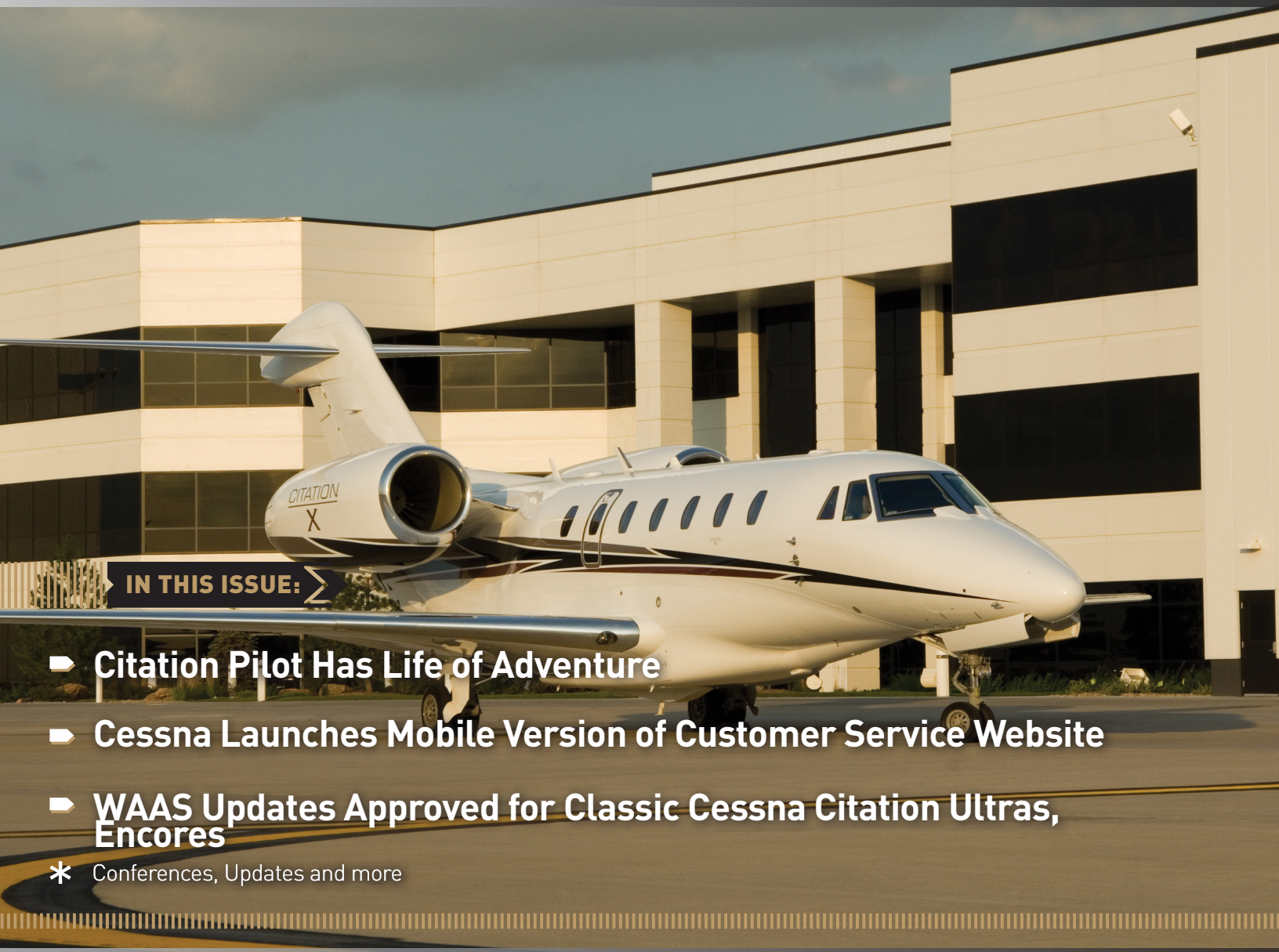
AUG 2011



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Cessna Customer Service

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THE DIRECT APPROACH IS PUBLISHED MONTHLY BY THE CESSNA CITATION CUSTOMER SERVICE ORGANIZATION. COMMENTS AND SUGGESTIONS ARE WELCOMED.

PLEASE ADDRESS YOUR COMMENTS TO LOUIS BROWN

316-517-3501 lhbrown@cessna.textron.com

WAAS Updates Approved for Classic Cessna Citation Ultras, Encores

Wide Area Augmentation System upgrades are now available for the Citation Ultra and Citation Encore.

The supplemental type certificate covers all Citation Ultras and Citation Encores serial number 260 through 750 with an upgrade to dual Universal UNS-1Espw Flight Management Systems certified for fully coupled WAAS LPV approaches. Previous WAAS updates were approved for CJ1+, CJ2+, CJ3 and Citation Encore+ models, as well as Citation Excel and XLS aircraft.

The WAAS upgrades can be performed at any of the nine Cessna-owned Citation Service Centers in North America and Europe, according to Stan Younger, Cessna's vice president of Service Facilities. Owners may contact any of the centers to confirm their avionics suite is WAAS-compatible and to schedule an appointment.

"WAAS technology augments GPS systems and gives pilots five times the coverage and 12 times the accuracy of GPS-only systems," Younger says. "This new after-market capability for our classic Citations also demonstrates the company's commitment to the on-going success of Citation owners and operators for years to come."

WAAS gives pilots improved Global Positioning System navigation accuracy, allowing for greater access to many airports during difficult weather conditions. WAAS LPV approaches are similar to ILS performance; with some LPV (localizer performance with vertical guidance) procedures having minimums as low as 200 feet. For additional information call 877-770-WAAS (877-770-9227).

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Citation Pilot Has Life of Adventure

For someone who flew to Middle East hot spots from Bahrain, sniffer flights over a roiling Mount St. Helens, and survived life or death adventures on the high seas, 61-year-old Citation Pilot Bill Ross' favorite leisure time activity is calm by comparison – fishing.

Today he heads the flight department for Frazier Healthcare Ventures, one of the nation's leading providers of venture and growth equity capital to emerging healthcare companies. Since its inception in 1991, the company has raised seven investment funds with total commitments of more than $1.8 billion.

Currently it is investing out of a $600 million fund formed in 2008. That keeps its founder and managing partner, Alan Frazier, and the company's Cessna Citation XL on the road a lot. Based at Clay Lacy Aviation on Boeing Field in Seattle, the Citation is in the air about 450 hours a year.

Key to Success

"It's a very integral part of our business," Ross says. "We'll fly to St. Paul, have a meeting, then we'll go on to New York for a meeting; two or three meetings in one day that would be impossible on the airlines. Then it's home the next day for the family."

With offices in Seattle, Palo Alto, and San Francisco the company frequently goes to Toronto, Baltimore, Boston, Indianapolis, Teterboro, Albany, Nashville, Louisville, and Kansas City. "We're in Las Vegas, Los Angeles, Burbank, every big city," he adds.

Ross' love for fishing is satisfied by living in Port Townsend, on the shores of scenic Puget Sound. His favorite place to fish is La Push, surrounded by the lush forest of the Olympic Peninsula at the mouth of the picturesque Quillayute River. La Push is famous for its fine ocean fishing.

"I was out tuna fishing last week and I got the first albacore of the year. We were the first boats out; went out 40 miles and picked a beautiful albacore," Ross says. "We got five 30-pounders. That was just for a few hours' fishing – it was great. Then yesterday I was out salmon fishing for kings and silvers. I really just fish and work."

Frazier Ventures moved up from using a fractional aircraft provider about five years ago when it brought Ross to Seattle to establish a flight department. The 8,000-plus-hour pilot was located in the Persian Gulf, where he was flying VIP charters in a Citation XL for BEXAIR from Bahrain International Airport. It was in the Middle East during 2004 when Ross flew the Minister of Tourism for Egypt from Dubai to several smoldering locations where terrorists' bombings had occurred, setting his Citation down in many of the international hot spots at the time.

Volcano Flying

Earlier in his flying career, for the U.S. Forest Service, Ross flew a Cherokee outfitted with a gas sniffer over Mount St. Helens, which eventually erupted in devastating fashion in May of 1980. Ross learned to fly during the early 1970s in a Cessna 150 after mustering out of the Navy, where he served on the USS Kitty Hawk aircraft carrier maintaining inertial navigation systems and instrumentation on Airborne Early Warning E-2 Hawkeyes. At one point in his flying career he also piloted Cessna 207s and Twin Otters, literally "flying wild" in Alaska, complete with sandbar landings.

His first experience with the Cessna Citation Service Center in Sacramento, which Frazier Ventures relies on for all non-minor maintenance, came much earlier when he flew a Citation 500 for a NASCAR race driver who was active in the 1980s.

PLEASE SEE NEXT PAGE

"I knew Sacramento when they were in the little teeny facility. They just had a canopy with an octagon pad when we went in there and started dealing with them," Ross says. "I know the Sacramento people very well. They've been at my house and they're the key to the whole operation."

Reliability Important

Ross' key to successful flight operations for Frazier Ventures, which demands tight scheduling, is reliability. That is why the company picked the Citation XL over competitive business jets and that is why Ross continues to count on the Cessna Citation Service Center in California. He values the relationship he has established over the years with Sacramento General Manager Ken Kantola and Sales Manager Jeff Bakker.

"Jeff knows me very, very well, and so does Ken. Without those guys and Cessna backing, our operation wouldn't have been as successful," Ross says. "And what's so unique about it is that we're up in Seattle, they're in Sacramento, but we have such a close relationship.

"We get a lot of things done that would be impossible with other types of aircraft, because of the parts network that Cessna has, the availability of the parts, and how fast they can get them to you. Sacramento's troubleshooting guys are just top-notch. I can call up with a problem, we diagnose it, and the part is on its way. So, it's worked out excellently for us," he adds.

Ross was particularly impressed by how the Cessna team at Sacramento worked hard to save $150,000 from dual engine hot sections. "They went the second mile, which saved us money," he says.

By shunning a one-size-fits-all mentality, Cessna mechanics "took an in-depth look at our engines. We were able to salvage some parts, like high pressure turbine blades. We were able to go through each one of those to save as many as possible."

Matter of Survival

Ross spent a couple years away from flying when he captained a number of large boats. Once he got caught in the Tehuantepec Winds, which during the winter in southern Mexico roar out toward the Pacific Ocean through breaks in the western coastal mountains. "It blew me out 100-some miles. You couldn't go into it because it was so intense."

Another time, when he was captain of a 54-foot sport fishing vessel, he had an even more harrowing experience. "Out at Cape Blanco, I got hit by a rogue wave and it knocked out some windows. I was reported sinking.

"But I finally got everything together. I had to cut up the plywood on the bunks, and make covers for the windows; I took pillows and that wood to block the portholes so water wouldn't come in. I had a skill saw that was all wet with salt water and every time I would press the trigger it would shock me, but it was a matter of survival, and this was in the middle of the night." After that happened he gave up boating for a living, because "flying is safer."

"To be honest with you, it is. Flying only lasts for four or five hours of flying, and in a boat, you're out for days." Recreational fishing and business flying are tame endeavors compared to those experiences.

But more adventures may be on the horizon for Ross, who, at 61, says, "I'm just getting started."

For additional information call the Sacramento Citation Service Center at 877-982-3SMF (877-982-3763).

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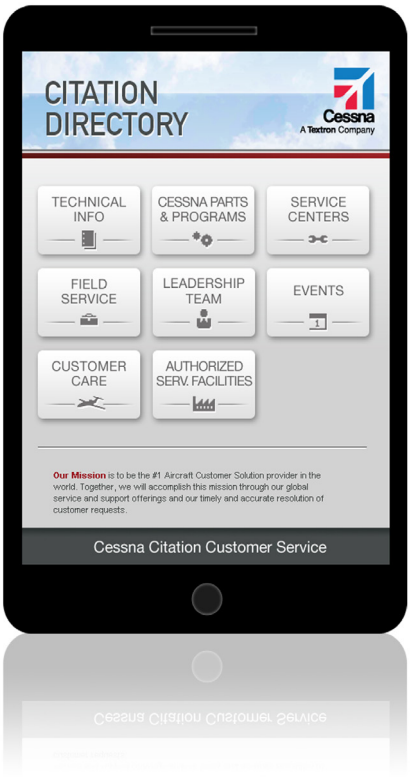
Cessna Launches Mobile Version of Customer Service Website

Cessna has launched a new mobile version of its Citation Customer Service website.

Customers can go to Cessna.mobi on their smartphone, iPad or tablet to access contact points for technical information, Cessna Service Parts & Programs, Citation Service Centers, field service reps, customer care, authorized service facilities and the Customer Service leadership team. In addition, the site includes a calendar of special events staffed by Citation Service Center and Cessna Service Parts & Programs experts.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Cessna Citation Customer Service

"Our mission is to continue to be the No. 1 aircraft customer solution provider in the world. We accomplish this through timely and accurate resolution of customer requests and through agile global service and support options.

This new version of our website enables a Citation pilot anywhere in the world to quickly and easily access the full range of Cessna Customer Support services through a mobile Internet device," said David Brant, Cessna's senior vice president of Customer Service.

Take Action When Hydraulic Fluid Vents

When hydraulic fluid vents from the nose overboard drain mast, it is time to take action. Skydrol fluid is a fire-resistant, phosphate ester-based fluid that works well as a hydraulic fluid, but also acts like a solvent causing damaged paint on belly panels.

Operators are reminded that when an emergency brake system operational check is performed it is important to ensure the emergency brake lines are first flushed with alcohol and then blown out with clean, dry compressed air. Refer to Chapter 32, Emergency Brake System Components – Maintenance Practices in the Model 560XL Maintenance Manual.

If the hydraulic fluid continues to vent, the next likely cause to look for is internal leaks from the shuttle valves.

Citation Excel, XLS/XLS+ series aircraft have shuttle valves for the emergency main landing gear (MLG) brake and landing gear extension systems. There are two shuttle valves installed in the emergency braking system, and three shuttle valves installed in the emergency gear extension system.

To look for shuttle valve leaks, use the following procedures:

1. **Brake Shuttle Valves**

a. Position a bucket or absorbent material near the left MLG brake shuttle valve on the main landing gear.
b. Disconnect the pneumatic line from the brake shuttle valve. Refer to Chapter 20, Tubing, Hose and Fittings – Maintenance Practices in the maintenance manual.
c. Inspect for residual hydraulic fluid coming from the removed line.

Note: If residual hydraulic fluid is discovered, the shuttle valve needs to be reset by pumping the brakes firmly or replacing the shuttle valve.

d. Connect the pneumatic line to the brake shuttle valve. Refer to Chapter 20, Tubing, Hose and Fittings Maintenance Practices in the maintenance manual.
e. Repeat the above procedures for the right MLG brake shuttle valve.

2. **Landing Gear Shuttle Valves**

a. Gain access to the landing gear shuttle valves. Refer to Chapter 32, Landing Gear Auxiliary/Emergency Control Systems - Maintenance Practices in the maintenance manual.
b. Disconnect the pneumatic lines from the landing gear shuttle valves. Refer to Chapter 20, Tubing, Hose and Fittings – Maintenance Practices in the maintenance manual.
c. Inspect the lines for residual hydraulic fluid.
d. If residual fluid is found, lift the airplane on jacks. Refer to Chapter 7, Lifting – Maintenance Practices in the maintenance manual.
e. Attach a hose to the pneumatic side of each landing gear shuttle valve and extend the hoses into buckets placed below the airplane.
f. Apply external electric and hydraulic power to the airplane.
g. Operate the retraction and extension of the landing gear several cycles. Refer to Chapter 32, Main Landing Gear Hydraulic Systems – Adjustment/Test.
h. Inspect for hydraulic fluid leaking through the landing gear shuttle valves.

Note: If a hydraulic fluid leak is discovered, the shuttle valve(s) needs to be replaced.

PLEASE SEE NEXT PAGE

i. If a valve was replaced operate the retraction and extension of the landing gear several cycles. Refer to Chapter 32, Main Landing Gear Hydraulic Systems – Adjustment/Test.
j. Disconnect electric and hydraulic power from the airplane.
k. Remove the buckets and disconnect the hoses from the landing gear shuttle valves.
l. Connect the pneumatic lines to the landing gear shuttle valves. Refer to Chapter 20, Tubing, Hose and Fittings – Maintenance Practices in the maintenance manual.
m. Restore all items removed for access to the landing gear shuttle valves. Refer to Chapter 32, Landing Gear Auxiliary/Emergency Control Systems - Maintenance Practices in the maintenance manual.
n. Lower the airplane on jacks. Refer to Chapter 7, Lifting – Maintenance Practices in the maintenance manual.

Questions, please contact:

Team Excel
316-517-1400 (Direct)
1-877-560-3960 (WATS)
teamxl@cessna.textron.com

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Help Sheet Sorts Out AFM Updates

Cessna has developed a Configuration Code Help Sheet so operators can quickly identify and insert Airplane Flight Manual (AFM) pages that apply to their own airplane serial numbers and discard pages that don't.

Note: Mustang operators can refer to the Configuration Code Help Sheet in web article, "Help Sheet Sorts Out AFM Updates," posted on June 21, 2011, on CessnaSupport.com.

When Cessna sends out revisions, temporary changes, and supplements for the AFM the volume of paper can be heavy if pages are added that are not applicable to the airplane serial effectivity. The Help Sheet addresses Team Mustang reports from customers with AFM binders that are overflowing and difficult to close. It is the responsibility of the operator to make sure an AFM is configured accurately for flight crew references.

To properly configure an AFM, a current report from CAMP is needed with all service documents complying with the airplane, including options installed, and current software levels of the avionics system. This information is then used to refer to Section 1 page 1-7/1-8 (in revision 7 of the AFM) for the configuration code definitions.

Using the matrix with the CAMP report, an operator can then determine which codes apply to the aircraft serial number. The final process is completed by inserting the applicable AFM pages and discarding those not relevant to the airplane.

Note: The Configuration Code Help Sheet does not address modifications, Supplemental Type Certificates (STCs), or software releases not issued by Cessna, which would already be released in an AFM temporary change or supplement.

If you require assistance with utilizing the Configuration Code Help Sheet, please contact Customer Service Technical Publications, or a Team Mustang member for help.

Questions, please contact:

Team Mustang
316-517-5490 (Direct)
1-877-832-6510 (WATS)
teammustang@cessna.textron.com

SB Clarified Regarding Epic Phase 5 Upgrade

680, ATA: 34-00

Team Sovereign is clearing up the confusion regarding some references used in SB680-34-20 versus what is displayed in the cockpit for the Epic Phase 5 Software Upgrade.

In the tooling section on page 3 of the bulletin, the P/N 8940408-3 Epic standard database compact disc (CD) references the Flight Management System (FMS) Aircraft Database as "SVRGN-094000." Operators should be aware that this is an International Organization for Standardization (ISO) file number. This reference will differ from the "SVRN-L3" that appears as the aircraft type reference on the PERFORMANCE INIT 1/5 page on the FMS screen.

In addition, the 8940408-3 CD has a file P/N 60000696-001-06 listed as a performance database in the accomplishment instructions section, Step 21 on page 10 of the bulletin. This number is used to verify that the correct aircraft database is loaded by cross-checking the Software Configuration Management System (SCMS) on the display unit (DU) #3. Operators can access the performance database number by moving and clicking the cursor on the drop down menu arrow to the right of the MAP button.

Questions, please contact:

Team Sovereign
316-517-1695 (Direct)
1-877-683-7344 (WATS)
team680@cessna.textron.com

525, 525A, 525B, 525C, ATA: 72-00

Service Documents on Williams' Website

Williams International has posted engine service bulletins and service letters on its website. The website offers Williams service documents for viewing without a userid or password required. Operators can access the documents using the following procedure:

1. Go to Williams International homepage at http://www.williams-int.com
2. Move the cursor over the **Product Support** tab to display a selection box
3. Click on the **Ask a Question** selection
4. On the Answers page, click on the **Service Documents** button on the top right side of the screen
5. On the Service Documents page, enter the service document number in the search function, or scroll down to the desired SB or SL link.

Questions, please contact:

Powerplants Team
1-800-835-4090
316-517-6261 (International)
hotline@cessna.textron.com

Or:

Williams International Hotline
(USA) 1-800-859-3544
(International) 1-248-960-2929
WIProductSupport@williams-int.com

Cessna Issues SLs for Oxygen Bottle

Cessna has issued informational service letters instructing operators to make sure the hydrostatic test date is current for DOT-3HT-1850 rated oxygen bottles. (This includes portable oxygen bottles also.) The cause for the SLs is due to an error noted in several maintenance manuals, which incorrectly extended the hydrostatic test interval of the bottles to five years. The correct hydrostatic test interval is three years.

The service letters SL500-35-06, SL525-35-05, SL550-35-08, SLS550-35-03, SL560-35-06 affect aircraft serials 500-0001 thru -0689, 525-0001 thru -0701, 550-0002 thru -1136, S550-0001 thru -0160, 560-0001 thru -0813.

Operators are instructed to inspect and verify the DOT rating of the oxygen bottle, followed by making sure the hydrostatic test date is current, and the maintenance records correctly reflect the three-year inspection interval.

Questions, please contact:

Customer Service Hot Line
1-800-835-4090
316-517-6261 (International)
hotline@cessna.textron.com

Flight Calibration Data Sheets Required

Operators of Citation V and Ultra airplanes 560-0001 thru -0538 are required to provide completed flight calibration forms when accomplishing either Task 34-13-00-715 or Task 34-13-02-720 during a Phase 5 inspection every 1,200 hours or 36 calendar months. The inspection/check procedures for both tasks can be found in Chapter 34, of the Model 560 Maintenance Manual.

The completed flight calibration forms provide information vital for verifying normalization switches of the Teledyne or Safe Flight system are set correctly before and after test flights. Cessna is working to provide enough collected data from the fleet to the remove currently required test flights from Phase 5 inspections.

Team Legacy encourages operators to provide accurate and complete feedback on the flight calibration forms. The forms can be sent the following address, fax number, or e-mail address:

Address:

Cessna Aircraft Company
Attn: Team Legacy
Citation Customer Services
P.O. Box 7706
Wichita, KS 67277-7706

Fax:
Attn: Team Legacy
Fax: 1-316-517-5246

E-mail:
hotline@cessna.textron.com

Questions, please contact:

Team Legacy
1-800-835-4090
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Send your photos to http://www.citationexperience.com/thankyou and we'll post them for everyone to see. Domestic or wild, it doesn't matter. Just show us your beauty and your beasts!

Questions? Comments? Scheduling?

Call 877-360-EXPERIENCE (877-360-3973)
International: 316-517-5800

S/N Required to Replace IAC

Operators should be aware the aircraft serial number (S/N) must be inputted into the memory of an Integrated Avionic Computer (IAC) (IC-800) for first-time installations. This is because the aircraft S/N is an integral part of the data stored in the fault record of each IAC.

A six-digit format must be utilized when inputting the aircraft S/N on the Multi-Functional Display (MFD). Two examples of the format entry to use are: aircraft S/N 750-0233 would input as "750233" and aircraft S/N 750-0066 would input as "750066."

The procedure can be performed by using the following steps:

1. Access maintenance Page 2 of 2 on the MFD
2. Select **LRU TEST**
3. Select **MAINT**
4. Select **PROGRM**
5. Use the BARO knob to change the value of the display
6. Use the "<" button to move the cursor to the next character
7. Select **SAVE** when the aircraft S/N input in complete
8. Exit out of IMT

Note: Operators can also refer to the "Entering the Aircraft Serial Number" procedures found in the Honeywell System Test and Fault Isolation Manual.

Team X has received reports of an increasing number of Rolls-Royce engine trend downloads with no aircraft S/N being displayed due to improper input of data related to new installations of IAC components. The aircraft S/N in the trend file (.tnd) is necessary for the engine manufacturer to correctly track on-aircraft applications of engine trend information.

Questions, please contact:

Team X
316-517-5650 (Direct)
1-888-622-4789 (WATS)
citationx@cessna.textron.com

ask THE EXPERTS

ANSWERS

EXPERTS FROM THE CESSNA SUPPORT TEAM SHARE ADVICE AND SHED LIGHT

Question

How can I determine if the oleo struts are properly serviced during a visual inspection of the landing gear?

Answer

This can be accomplished by noting how much "chrome" of the oleo strut is visible. The amount that should be observed is typically different for the main gear and nose gear, and varies among the different Citation models. For MOST Citation aircraft, the information can be found in the Aircraft Operating Manual, Section IV Operating Information, Exterior Inspection. For example, the Citation 750 Operating Manual states "Proper oleo strut extension of a fully fueled airplane is five to seven inches". For model specific or further information, please contact Citation Customer Service.

How To

submit comments and ask THE EXPERTS

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ASK THE EXPERTS AT:
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Our experts will do their best to provide answers to your questions. Even if your question is not posted in the publication, you will receive an e-mailed answer.

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3RD QUARTER - 2011	MAINTENANCE TRAINING
Citation Sovereign (680) Initial EASA	Aug 11 - 24
Citation Sovereign (680) Avionics CASA	Aug 8 - 16
Citation Sovereign (680) Mx Adv. Avionics	Aug 13 -
Citation Sovereign (680) Mx Adv. Avionics	Aug 13 -
Citation III/VI/VII (650) Update	Aug 22 - 26
Citation Excel (560XL/XLS/XLS+) Mx Adv.	Aug 8 - 12
Citation Excel (560XL/XLS/XLS+) Update	Aug 15 - 19
Citation I (500 Series) Initial CASA, EASA	Aug 8 - 19
Citation I (500 Series) Avionics EASA	Aug 8 - 10
Citation Mustang (510) Initial CAAC CASA	Aug 22 - Sep 1
CitationJet 4 (525C) Mx Adv. EASA	Aug 17 - 30
CitationJet 3 (525B) Avionics CASA EASA	Aug 8 - 16
CitationJet (525/525A) OMP	Aug 29 - Sep 2

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